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SCOPE OF WORK

ENQUIRY NO: CTT25377

DESCRIPTION: APPOINTMENT OF SERVICE PROVIDER(S) TO RENDER PROFESSIONAL SERVICES FOR INFRASTRUCTURE RELATED SERVICES TO PETROSA INFORMATION AND COMMUNICATION TECHNOLOGY (ICT) FOR PetroSA

1. BACKGROUND

PetroSA requires a highly experienced service providers with expertise in Software Design & Development, Quality Assurance (Software Testing), Infrastructure Management, Cloud Services, Security, and ICT operations management.

1.1. SCOPE OF SUPPLY

The IS Department requires the services of a service provider to provide Infrastructure professional services to PetroSA ICT. For three years, the services will be provided in the form of human resource skills on an as-needed basis.

The following have been identified as critical service areas for meeting ICT Strategy over the years; it is the service provider's responsibility to highlight the execution plan in these areas described below;

Service Category	Area of Scope
Infrastructure Modernization	<ul style="list-style-type: none">• Server and Storage Upgrade• Migration of other Applications into the cloud• Disaster Recovery Site• Cloud Services Planning
Security	<ul style="list-style-type: none">• Security control assessment• User security training and awareness• Threat detection and Incident Response• Endpoint and Mail Security• Penetration Testing• Vulnerability Management
Network	<ul style="list-style-type: none">• Network Refresh• Physical network design• Logical network design

Service Category	Area of Scope
	<ul style="list-style-type: none"> • Network Monitoring • Wireless
BI & Analytics	<ul style="list-style-type: none"> • Update Business Process • Analyse & Identify gaps • Align with business on way forward (Propose Solution)
Digitization	<ul style="list-style-type: none"> • Needs analysis • Current software updates • Decision current or new tool • If current tool, then • Training (IS &/ Relevant Business unit(s))

2. RESOURCE AND ACCREDITATION REQUIREMENTS

Requirements are as per the Table below:

2.1 Accreditation Requirements

Accreditation Required	Competency Required	Points Allocation
Microsoft Gold Partnership	Gold Data Platform	1
	Gold Collaboration and Content	1
	Gold Application Integration	1
	Silver Cloud Productivity	1
Dell Partnership	Dell Authorized Solution Partner or Higher	2
Cisco	Cisco Authorized Partner	2
Huawei	Huawei Authorized Partner	2
H3C	H3C Authorized Partner	2

2.2 PetroSA requires resources as follows:

Resource Role	
Solution Architect	4 years' experience in a software project delivery environment in an agile role 6 years' experience as a solutions architect
Software Architect	3 years' experience as a Software Architect
Senior Systems Analyst	8 years' experience in a software project delivery environment, designing and implementing software applications 3 years' experience in production support, incident management and maintenance of stable production environment
Data Architect	5 years' experience in a SQL and database design
Desktop Support Engineer	2-3 years previous experience in IT Support\Service Desk. Minimum of 2 years relevant experience supporting client computer devices
Senior Network Engineer	5 years' experience in Network and Security support
Senior Cloud Architecture	5 years' experience in system engineering.
Senior Database Administrator	8 years' experience
BI Consultant	8 years of experience
Project Manager	12 years' experience
Senior Tester	5 years' experience in a software project delivery environment
Senior Developer	Six + years development experience
IT Change Manager	5 years' experience
Network Security Specialist	5 years' experience
Server \ Cloud Security Specialist	5 years' experience
Data Mining Engineer	5 years' experience
Data Analyst	5 years' experience

3. MANDATORY TECHNICAL REQUIREMENTS

3.1. INSTRUCTION AND EVALUATION CRITERIA

- a) The bidder **must comply with the requirements by providing substantiating evidence** in the form of documentation or information.
- b) The bidder should **provide a unique reference number on the Returnable Schedule** (eg. A, B, etc or 1, 2, etc) to locate substantiating evidence in the bid response.

- c) The bidder must comply with all the mandatory requirements outlined in technical questionnaire available on the eProcurement system as well as attain a minimum of 70 points in the technical evaluation criteria in order for the bid to proceed to the next stage of the evaluation.
- d) No URL references or links will be accepted as evidence.

4. PRICING SCHEDULE

The bidder should not provide their own pricing schedule other than the CBA.

The pricing must be inclusive of ALL costs including disbursements (travel, accommodation etc) where applicable. The bidder must not provide travel/accommodation rates separately as this must be built into the rate per hour in the CBA.

***Refer to Attached CBA**

5. ENQUIRIES

Any enquiries regarding this tender should be addressed to **Saseka Sihlwai** in the Tender Office at telephone no.(021) 929-3314, or e-mail address saseka.sihlwai@petrosa.co.za and **Caroline Widmer** (021) 929-3006 or e-mail address caroline.widmer@petrosa.co.za